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FD-1057 (Rev. 5-8-10)

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# FEDERAL BUREAU OF INVESTIGATION

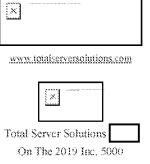
# **Electronic Communication**

| Title: (U) To document efforts to identify a POC pate: 06/17/2020 for serving legal process to Total Server Solutions LLC   |           |
|---|-----------|
| cc:   |           |
| From: WASHINGTON FIELD  WF-A9  Contact:   | ъ6<br>ъ7С |
| Approved By:  |           |
| Drafted By:   |           |
| Case ID #:  | b7E       |
| Synopsis: (U) To document efforts to identify a POC for serving legal process to Total Server Solutions LLC   |           |
| Reference:  | b7E       |
| <pre>Enclosure(s): Enclosed are the following items: 1. (U) Investigative notes 2. (U) Email correspondence</pre>   |           |
| Details:  |           |
| The following investigative steps were conducted by Federal Bureau of Investigation (FBI) Special Agent (SA) in an effort to identify a point of contact (POC) for serving legal process to Total | b6<br>b7C |
| Server Solutions LLC (TSS):   |           |

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Looks like <u>legal@totalserversolutions.com</u> is a valid address, also if you need a point of contact from our company that would be

@totalserversolutions.com



direct cell.

Total Server Solutions

1130 Powers Ferry Place SE

Marietta, GA 30067

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| Title:         | (U)  | То   | document  | efforts               | to | identify | а | POC | for | serving | legal |
|----------------|------|------|-----------|-----------------------|----|----------|---|-----|-----|---------|-------|
| process<br>Re: | to ' | Tota | al Server | Solutior<br>5/17/2020 |    | LLC      |   |     |     |         |       |
| re.            |      |      |           | 5/1//2020             | )  |          |   |     |     |         |       |

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|   | _                |
|---|------------------|
| From: @totalserversolutions.com > Sent: Tuesday, June 16, 2020 3:41 PM  | _                |
| To: Subject:  Re: Total Server Solutions Legal Process Point of Contact   | b6<br>b7С        |
|   |                  |
| Can you provide me copies of those? We process them all promptly and I handle all of the NSL issues as well. Legal@ is the right place they should be going, you can also copy me at any time.  |                  |
|   |                  |
| From: Sent: Tuesday, June 16, 2020 2:31 PM To   | b6<br>b70<br>b71 |
| *** THIS EMAIL ORIGINATED OUTSIDE THE ORGANIZATION *** Good afternoon   | ъ6<br>ъ70        |
| I had the opportunity to chat with one of your excellent employees today at your data center in Marietta, GA, and he informed me you are the appropriate point of contact for directing legal process.  | 2                |
| FBI Atlanta and FBI Oklahoma City have both served subpoenas to your organization through <a href="mailto:legal@totalserversolutions.com">legal@totalserversolutions.com</a> and neither has received a response before or since the deadline passed. |                  |
| Please confirm the receipt of these subpoenas, or if that is not possible, please provide a better method for serving legal process to your organization.   | l                |
| I understand things are likely hectic during these unusual times and really appreciate your help in this matter.  |                  |
| Thanks again, SA  Special Agent FBI Atlanta - CY1 Cell: Office  | b6<br>b70<br>b71 |
|   |                  |
| @totalserversolutions.com> Sent: Tuesday, June 16, 2020 2:07 PM To: Subject: Total Server Solutions   | b6<br>b70<br>b71 |

### b7E

b6 b7C

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| Title: (U) To document efforts to identify a POC for serving legal  |
|---|
| process to Total Server Solutions LLC Re: 06/17/2020  |
| Ne  |
| On June 9, 2020, the author contacted the TSS support number, 1-855-  |
| 227-1939, provided on their website totalserversolutions.com.   |
| Technical Support, answered the phone and informed the  |
|   |
| author that legal process should normally be submitted to TSS by email via legal@totalserversolutions.com. In order to further assist the |
|   |
| author, collected the authors contact information and forwarded   |
| it to the Account Management team in an attempt to get a POC phone number   |
| to assist in the service of legal process to TSSalso stated   |
| that there is not a direct phone number for the Account Management team   |
| and that all calls would be routed through frontline staff like himself.  |
| The author proceeded to visit the address that legal process was sent to  |
| at 34 Peachtree St NE, Suite 400. Atlanta, Georgia, 30303 and was   |
| informed by Officer that the 400 suite had  |
| been going through some construction recently. The sign on the outside of   |
| the suite indicated that the business was "Colo@". Knocking did not   |
| receive any attention and the suite seemed empty.   |
| On June 16, 2020 the author visited 1130 Powers Ferry Place, Marietta,  |
| Georgia, 30067, and conversed with TSS  |
| . 1130 Pawers Ferry is the new permanent  |
| business address for TSS. provided a business card containing   |
| his contact information and followed up by email connecting the author  |
| with legal process POC  |
| with legal process roc  |
| Below are the appropriate points of contact for legal process with  |
| TSS according to an email from received on June 16, 2020:   |
| • For specific legal process - <u>legal@totalserversolutions.com</u>  |
| • For questions about legal process -   |
| @totalserversolutions.com)  |
|   |

Notes and email correspondence are maintained in the  $1\mbox{A}$  section of the case file.